

<b>Interview Summary</b>					
<b>Application No.: 10/701085</b>		<b>Applicant: Dabney et. al.</b>			
<b>Examiner: Folashade Anderson</b>		<b>Art Unit: 3623</b>		<b>Conf. #: 4427</b>	
<b>Status: Final Rejection</b>					
<b>Tentative Participants:</b>					
<b>(1) Kevin Ransom (U.S. Counsel)</b>		<b>(2) Examiner Anderson</b>			
<b>(3)</b>		<b>(4)</b>			
<b>Date of Interview: July 13, 2010</b>					
<b>Type of Interview Requested:</b>					
<b>(1) <input checked="" type="checkbox"/> Telephonic      (2) <input type="checkbox"/> Personal      (3) <input type="checkbox"/> Video Conference</b>					
<b>Exhibit To Be Shown or Demonstrated: <input type="checkbox"/> YES   <input checked="" type="checkbox"/> NO</b>					
<b>If yes, provide brief description:</b>					
<b>Issues Discussed</b>					
<b>Issues (Rej., Obj., etc)</b>	<b>Claims/ Fig. #s</b>	<b>Prior Art</b>	<b>Discussed</b>	<b>Agreed</b>	<b>Not Agreed</b>
<b>Rejection</b>	<b>All</b>	<b>Cited prior art</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Continuation Sheet Attached					
<b>Substance of interview:   See Attached.</b>					
<b>/W. Kevin Ransom/</b>					
<b>Applicant/Applicant's Representative Signature</b>					
W. Kevin Ransom					
<b>Typed/Printed Name of Applicant or Representative</b>					
45,031					
<b>Registration Number, if applicable</b>					

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**Summary of Interview:**

A telephonic interview was held on July 13, 2010 between Applicants' counsel and Examiner Anderson. Applicants' counsel remarked that *Island Data* does not teach or suggest determining whether a received message includes comments regarding published content and routing such message to a content management system. Examiner Anderson countered that *Island Data* discloses parsing a message and comparing it to a knowledge database. If an answer to the question in the received message is not in the knowledge database, the system routes the message to a human call center. Examiner Anderson thus argues that the *Island Data* system does route messages based on message content.

Applicants' counsel further counters that the *Island Data* system does not analyze messages to determine if the messages include comments regarding published content. All *Island Data* discloses is passing messages on to a human call center if the content of the messages does not match content in the knowledge database.

Applicants' counsel and the Examiner did not resolve the issues outlined in the Office Action.